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ORIGINAL

UPON RECEIVING AGENDA ITEM

ARIZONA CORPORATION COMMISSION



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UTILITY COMPLAINT FORM

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Investigator: Trish MeeterPhone: [REDACTED]Fax: [REDACTED]Priority: Respond Within Five DaysOpinion No. 2009 83343Date: 11/27/2009

Arizona Corporation Commission

DOCKETED

Complaint Description: 03D New Service - Main/Line Extensions
N/A Not Applicable

NOV 27 2009

Complaint By: First: Kay Last: Egley

DOCKETED BY

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Account Name: Kay EgleyHome: [REDACTED]Street: n/aWork:City: n/aCBR: [REDACTED]State: AZ Zip: n/ais: E-MailUtility Company: Arizona Public Service CompanyDivision: ElectricContact Name: [REDACTED]Contact Phone: [REDACTED]Nature of Complaint:

9/25 RECEIVED FROM THE OFFICE OF CHAIRMAN MAYES

From: Kay Egley [REDACTED]
Sent: Monday, November 23, 2009 10:43 AM
To: Mayes-WebEmail
Subject: APS - free line extension - I hope you will read this email

RECEIVED
ON NOV 27 P 2:15
CORP COMMISSION
DOCKET CONTROL

Three lots I have owned for 15 years just west of Sun City West have been made nearly valueless due to the termination of the 50-year APS policy of free line extensions. (I am already under siege from the Luke AFB crash-and-noise-zone challenges on this property I bought to hold for my retirement. Well, retirement is here now but I'm struggling to build my home.)

Actually, I am not in favor of the free line extension policy for developers, but the abrupt switch to unpaid extensions for single homes has caused a great deal of economic harm, to me and to Maricopa County and the State of Arizona. In my case, I got the building permit before the rule change, but I didn't know about the change until March last year, by which time, using a generator, a lot of construction progress had been made on my house. APS said that the building permit didn't "grandfather" me because I called them for an appointment a day after their cut-off date in March. In spite of having the permit in hand well before the vote to change this rule in 2007! I am going to contact Jeff Guldner today, now that my internet research has told me who to contact. I wrote you last year but you didn't acknowledge my email.

ARIZONA CORPORATION COMMISSION

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There are numerous occupied homes on 2-acre lots in my area, including one that adjoins my lot on the south. Even though the distance from their front door to my front door is probably no more than 200 feet, APS quoted me nearly \$20,000! APS doesn't even have a provision to let me get reimbursed (if they come in via a different route) by the person who builds on the other adjoining lot to mine. How fair is that? I pay \$20,000 to get the line and a transformer and they pay nothing?? My Maricopa County Building Permit is still active, as I am continuing to build (slowly) to retain the permit. But I can't afford to finish the house with this APS charge looming & I'm only doing minimum work on the house so I don't lose that expensive permit! I'm investigating the cost to go off-grid, but that doesn't appear to be feasible for this house. I don't know what I will do if the December vote retains APS's current policy.

I ask that you please consider that individual lot-owners are not "in the business" of developing, so our resources are less and our recourse can be devastatingly expensive. Individual lot-owners like me should not have to pay for electric line extensions & transformers when there are occupied homes within 500 feet on adjoining lots of 5 acres or less. Perhaps free extension footage should be limited to 300 feet or 500 feet, and forcing a home builder like me to pay for a transformer the neighbors got for free should be prohibited.

Thank you for considering my opinion and issues.

Kay Egley

Sun City West


End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

9/27

Called customer and advised I would docket her concerns in the pending rate case.

Also advised that an inquiry would be sent to the company for a response relating to the lack of refund of any advances made as additional customers are served off the line extension. See Inquiry.

End of Comments

Date Completed: 11/27/2009

Opinion No. 2009 - 83343
